

CALIFORNIA OCCUPATIONAL GUIDES

HOSPITAL ADMITTING MANAGERS AND CLERKS

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INTEREST AREA
CONVENTIONAL



WHAT DO HOSPITAL ADMITTING MANAGERS AND CLERKS DO?

The hospital admitting office is generally the patient's first point of contact with the hospital. The admitting staff admits, or registers all individuals when they enter a hospital for tests, treatment, scheduled surgery or emergency treatment. This interview serves the dual functions of getting information required for hospital records, and giving information, advice, encouragement, and reassurance to the patient.

The hospital-admitting department is usually composed of both management staff and registration staff. HOSPITAL ADMITTING MANAGERS (also called Chief Admitting Officers or Directors) are responsible for the overall admissions process, operations, and related services.

HOSPITAL ADMITTING CLERKS and other registration staff do the actual tasks required to admit the patient.

Hospital Admitting Managers oversee hospital admissions and perform the following tasks:

- Measure the effectiveness and efficiency of on-going procedures and coordinate procedural changes.
- Write and maintain policy and procedures and manage staff.
- Set and monitor performance standards; develop staff; give required corrective action; design quality assurance programs; maintain a safe and secure work area; determine department goals and plan the annual budget.
- Assist other department heads by formulating admitting procedures required for new hospital services.

In larger facilities, Registration or Admitting Supervisors work under the direction of the Admitting Manager and are responsible for supervising the daily operations of the admissions office. They perform the following tasks:

- Assist the Admitting Clerks when necessary.
- Assign work duties, do weekly supply orders, approve requests for overtime and time off.
- Help select new employees, keep track of registration information, and act as team developer.
- Work cooperatively with other departments, physicians, and supervisors.

The Hospital Admitting Clerk, also called Admitting Registrar or Patient Representative, interviews incoming patients prior to admission and collects insurance, emergency information, and other data required to bring the patient into the hospital system. They perform the following tasks:

- Assign beds according to medical needs and availability.

- Explain policy regarding personal items and visiting hours.
- Input data into a computer, prepare and give patient identification bands, and arrange for transportation to the assigned room.
- May collect money, answer phones, and assist family members.
- May research records prior to hospitalization and complete account folders.

Depending on the type and size of the facility, members of the admitting staff could also include:

- Outpatient Admitting Clerks who register new outpatients at hospital and clinics.
- Admitting Clerks - Decedent Affairs who are responsible for deceased patient records.
- Pre-admit Registered Nurses who review lab test results or do pre-operative patient orientation.

All admitting staff, no matter what their specialty, must provide efficient, compassionate service and be committed to meeting patient needs.

WHAT SKILLS ARE IMPORTANT?

Important skills, knowledge, and abilities for Hospital Admitting Managers include:

- Speaking – Talking to others to convey information effectively.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.
- Coordination – Adjusting actions in relation to others' actions.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Time Management – Managing one's own time and the time of others.
- Service Orientation – Actively looking for ways to help people.

- Administration and Management – Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Customer and Personal Service – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Personnel and Human Resources – Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Written Expression – The ability to communicate information and ideas in writing so others will understand.
- Written Comprehension – The ability to read and understand information and ideas presented in writing.
- Problem Sensitivity – The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Important skills, knowledge, and abilities for Hospital Admitting Clerks include:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking – Talking to others to convey information effectively.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Information Ordering – The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.

- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Clerical – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

WHAT'S THE WORK ENVIRONMENT?

Generally, the furnishings, office equipment, and physical working environment of hospitals are very good. Most hospitals design the registration area to provide a pleasant, comfortable, and welcoming atmosphere for incoming patients. However, due to the nature of the job itself, the work is demanding. Reassuring apprehensive patients and anxious family members, dealing with unpredictable urgent or direct-to-bed admissions, or responding to other emergency situations could be stressful.

Union Membership

Most admitting staff members are not members of labor unions. By definition, Admitting Managers are part of the hospital management team, and are not unionized. Non-management employees of public hospital facilities may be members of the union representing government employees.

WHAT'S THE CALIFORNIA JOB OUTLOOK?

The following information is from the occupational projections produced by the Employment Development Department (EDD) Labor Market Information Division (LMID), which represents the broad occupational groups:

First-Line Supervisors/Managers of Office and Administrative Support Workers

Estimated number of workers in 2000:	167,500
Estimated number of workers in 2010:	190,200
Projected Growth 2000-2010:	13.6%
Est. openings due to separations by 2010:	34,600

These figures do not include self-employment.

Interviewers, Except Eligibility and Loan

Estimated number of workers in 2000:	17,100
Estimated number of workers in 2010:	22,600
Projected Growth 2000-2010:	32.2%
Est. openings due to separations by 2010:	4,200

These figures do not include self-employment.

Trends

Although cost-containment programs and the emphasis on combining departments could curtail the demand in acute care hospitals, an increase in the number of outpatient admissions will balance the demand for qualified knowledgeable staff. Other types of health care centers such as surgery centers, addiction treatment centers, and hospice programs also employ admitting personnel; the growing numbers of such businesses will provide additional job opportunities.

WHAT DOES THE JOB PAY?

California Earnings

First-Line Supervisors/Managers of Office and Administrative Support Workers 2002 Wages

Hourly wages range from	\$16.62	to	\$27.66
Average hourly wage	\$22.64		
Average annual wage	\$47,084		

Interviewers, Except Eligibility and Loan 2002 Wages

Hourly wages range from	\$9.82	to	\$17.07
Average hourly wage	\$13.93		
Average annual wage	\$28,982		

Source: Occupational Employment Survey of Employers by EDD/LMID.

Admitting staff salaries can vary depending upon the size and type of health care facility.

Hours

Hospital admitting departments are open around the clock; staff members may work full-time or part-time on day, evening or night shifts. Hospitals frequently maintain intermittent or on-call staff.

Benefits

Benefits for permanent employees include vacation, holidays, and sick leave as well as health and retirement plans.

HOW DO I PREPARE FOR THE JOB?

Education and Training

Educational requirements vary depending upon the size and type of medical facility as well as the level of responsibility. Specific work experience requirements also vary with the facility.

For a managerial position, it would include a solid background in the health care service field, prior management experience, and demonstrated administrative ability. Admitting Managers are generally required to have at least an Associate of Arts (AA) degree in either business management or a health-related field. Increasingly, a four-year degree in business administration or health services is preferred.

A high school diploma or equivalent is required for Admitting Clerk positions. Most hospitals, because of the increasing complexities of public and private insurance programs, prefer to hire applicants with some college or vocational training background. Many hospitals look for even more education and hire community college graduates with a health services degree.

Additional job requirements include medical terminology and 40 words-per-minute keyboard skill for data entry. Computer knowledge, insurance background, public contact experience, and prior paid or volunteer hospital experience could also improve an applicant's chance of being hired.

Licensing and Certification

There are no licensing or certification requirements for Admitting Managers and Clerks.

Continuing Education

There are no continuing education requirements for these occupations.

HOW DO I FIND THE JOB?

Direct application to employers remains one of the most effective job search methods. Private firms are listed in the yellow pages under Hospitals and Other Medical Care Facilities. California job openings can be found at various online job-listing systems including CalJOBSSM at www.caljobs.ca.gov or at America's Job Bank at www.ajb.dni.us.

For other occupational and wage information and a listing of the largest employers in any county, visit the Employment Development Department Labor Market Information Web page at www.calmis.ca.gov. Find further job search assistance from your nearest Job Service office www.edd.ca.gov/jsloc.htm or the closest One-Stop site listed on the California WorkNet site, www.sjtcc.ca.gov/sjtccweb/one-stop.

Applicants for admitting staff jobs can apply directly to hospitals and other health care centers. Doing volunteer work at hospitals is a good way to make contacts and be in the "right place at the right time." School counselors and teachers may help with finding jobs. College graduates can use their placement center. Other sources of job leads include newsletters, health association publications, hospital directories, and newspapers. Members of professional organizations can take advantage of networking opportunities and newsletters with job listings.

WHERE CAN THIS JOB LEAD?

Advancement opportunities naturally depend on both the size and type of health facility and the individual themselves. Beginning Admitting Clerks initially do the more routine tasks. As they gain experience, they can handle more difficult tasks and may be promoted to higher levels of responsibility or supervisory positions. Qualified and motivated individuals could move into management.

Managers may advance to other administrative positions by promoting within their facility or by moving to a new health care center where they would have different or added responsibilities. Moving to a higher classification may require taking a position in a smaller facility with a broader range of administrative duties.

OTHER SOURCES OF INFORMATION

American Hospital Association
 One North Franklin
 Chicago, IL 60606-3421
 (312) 422-3000
www.aha.org

Employment Projections by Occupation
www.calmis.ca.gov/htmlfile/subject/occproj.htm

Employment and Wages by Occupation
[www.calmis.ca.gov/file/occup\\$/OES\\$.htm](http://www.calmis.ca.gov/file/occup$/OES$.htm)

RELATED OCCUPATIONAL GUIDES

Medical Record/Health Information Technicians and Administrators	No. 134
Hospital and Health Services Administrators	No. 235

OCCUPATIONAL CODE REFERENCES

SOC (*Standard Occupational Classification*)

First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011
Interviewers, Except Eligibility and Loan	43-4111

O*NET (*Occupational Information Network*)

First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011.00
Interviewers, Except Eligibility and Loan	43-4111.00

OES (*Occupational Employment Statistics*)

First-Line Supervisors/Manager, Clerical, and Administrative Support	51000
Interview Clerks, Except Personnel and Social Welfare	55332

DOT (*Dictionary of Occupational Titles*)

Admitting Officer	205.162-010
Hospital Admitting Clerk	205.362-018
Outpatient Admitting Clerk	205.362-030

